GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:831
ANSWERED ON:26.02.2009
REVIEW OF TATKAL TICKET SYSTEM
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Will the Minister of RAILWAYS be pleased to state:

(a) whether under the tatkal ticket system the passenger do not have the option for cancellation of tickets and claim refund on that count;

(b) if so, the reasons therefor;

(c) whether the Railways propose to review the Tatkal Ticket System in order to protect financial interest of the passengers; and

(d) if so, the corrective steps taken by the Railways in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS(DR. R.VELU)

(a) to (c): A flat refund of 25% of total fare charged on the ticket, excluding Tatkal charges is granted on cancellation of confirmed Tatkal ticket, which are presented for cancellation upto 24 hours before the schedule departure of the train.Thereafter, no refund is granted on cancellation of confirmed Tatkal tickets. However, full refund of fare and Tatkal Charges is granted on the tickets booked under Tatkal Scheme in the following circumstances:-

(i) If the train is delayed by more than 3 hours at the journey originating point of the passenger & not the boarding point if the passenger's journey originating point and boarding point are different;

(ii) If the train is to run on a diverted route and the passenger is not willing to travel;

(iii) If the train is to run on diverted route and boarding station or the destination station or both the stations are not on the diverted route;

(iv) In case of non-attachment of coach in which Tatkal Accommodation has been earmarked and the passenger has not been provided accommodation in the same class;

(v) If the party has been accommodated in lower class and does not want to travel.In case the party travels in lower class, the passenger will be given refund of difference of fare and also the difference of Tatkal charges,if any;

In case of wait list/partially confirmed Tatkal tickets, refund rules of normal tickets are applicable.

(d): Does not arise.